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313 N. Figueroa Street, Suite 912
Los Angeles, CA 90012

Tel: (213) 240-8101
Fax: (213) 481-0503

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April 18, 2008

TO: Each Supervisor

FROM: Bruce A. Chernof, M.D.
Director and Chief Medical Officer

SUBJECT: **STATUS OF THE IMPLEMENTATION OF THE
CONTINGENCY SERVICES PLAN AT MARTIN LUTHER
KING, JR. – HARBOR HOSPITAL**

This is to provide your Board with the monthly report on the status of the Martin Luther King, Jr. - Multi-Service Ambulatory Care Center (MLK MACC), the impact of the closure of MLK-Harbor Hospital, and the progress of the plan to reopen MLK Hospital.

MLK MACC Service Indicators

Urgent Care

There were 2,517 urgent care visits (adult and pediatric) provided in March 2008 (Attachment I). This is a 20% increase from March 2007 when 2,097 visits were provided. There were 2,518 urgent care visits provided in February 2008.

There were 175 patients transferred out of the urgent care center to hospitals (primarily Harbor-UCLA Medical Center) during March 2008 compared to 211 in February 2008. Thirteen of these transfers were initiated through a call to 9-1-1.

Outpatient Primary and Specialty Care Visits

The number of outpatient primary and specialty care visits provided in March 2008 was 11,450 (Attachment I). This is a 6% increase from March 2007 when 10,774 visits were provided. There were 10,625 outpatient primary and specialty care visits provided in February 2008.

Patient Transportation for Scheduled Appointments

Patient transportation services are available between the MLK MACC, Harbor-UCLA Medical Center, Hubert H. Humphrey Comprehensive Health Center, and Dollarhide Health Center. Patients can arrange for door-to-door transportation from home for scheduled appointments. Transportation services are provided Monday through Friday, 7:00 a.m. to 5:00 p.m.

In March 2008, MLK provided transportation to 469 patients and companions. This compares to 459 patients and companions who were provided transportation in February 2008.

2-1-1 Call Volume

In March 2008 there were 274 calls to 2-1-1 related to MLK. This compares to 234 calls in February 2008. Callers to 2-1-1 have the option of receiving recorded information on MLK, speaking to a call center operator, or being transferred directly to the MLK MACC.

Impacted Hospitals – Emergency Department Volume and 9-1-1 Transports

As reported previously, the Emergency Medical Services (EMS) Agency, in collaboration with EMS field providers and surrounding hospitals, redrew the ambulance service areas to redirect 9-1-1 ambulances in an effective manner while limiting disruption to the EMS system to the greatest degree possible. The EMS Agency continues to monitor the EMS system and work with field personnel and fire departments to ensure that all pre-hospital care personnel understand the new service area rules.

The EMS Agency continues to closely monitor redirected ambulance traffic. The average daily number of patients registered in the emergency departments (EDs) of the impacted hospitals and the average daily number of 9-1-1 transports has generally remained level since shortly after the closure of MLK-Harbor Hospital. All impacted hospitals continue to report a sustained increase in ambulance traffic, ED volume, and demand for inpatient beds. Hospital diversion hours have increased and the EMS Agency has received verbal reports that all EDs have been very busy.

Nine private "impacted" hospitals were offered an agreement including reimbursement for uninsured 9-1-1 patients from MLK's geographical area and priority for transfers into the County and MetroCare contract facilities. Additional funding was also allocated for physician reimbursement of 9-1-1 and walk-in patients. Seven of the nine hospitals signed the agreement. The EMS Agency hosts a bi-weekly conference call with the impacted hospitals to answer questions and concerns regarding the Impacted Hospital Program (IHP) contract and patient transfers into the County system.

The ED volume and 9-1-1 transport data provided below are self-reported by the hospitals. The nine impacted private hospitals did not report ED or 9-1-1 transport data to DHS prior to DHS requesting this information at the time MLK-Harbor Hospital closed. For this reason DHS has not been able to compare data for the period before and after the closure of the Hospital.

The Office of Statewide Health Planning and Development (OSHPD) captures data on the utilization of health care services including emergency department visits. This data can be used to analyze trends over time. There is a significant lag between the end of the reporting period and the time the data become available. As soon as it becomes available, DHS will analyze the OSHPD data and prepare a report for your Board.

Emergency Department Volume

During March 2008, a daily average of 1,170 patients registered in the EDs of the eight impacted hospitals that reported data for the month (Attachment II). This reflects a 7.5% decrease from the daily average of 1,265 patients during February 2008. Harbor-UCLA Medical Center registered a daily average of 290 ED patients during March 2008, compared to 311 the prior month. LAC+USC Medical Center registered a daily average of 474 ED patients during March 2008, compared to 495 the prior month. This data is self-reported by the hospitals.

To alleviate overcrowding at Harbor-UCLA Medical Center's ED, staff from the Medical Alert Center has been assigned to Harbor to assist in transferring patients requiring admission to other facilities with the capacity to treat them. In March there were approximately one to three transfers per day. There has been a decrease in the number of patients transferred due to the limited number of available hospital beds.

9-1-1 Transports

During March 2008, there was a daily average of 251 9-1-1 transports to the eight impacted hospitals that reported data for the month (Attachment II). This reflects a 1% decrease from the daily average of 254 9-1-1 transports during February 2008. Harbor-UCLA Medical Center had a daily average of 31 9-1-1 transports during March 2008, compared to 30 the prior month. LAC+USC Medical Center had a daily average of 54 9-1-1 transports during March 2008, compared to 56 the prior month. This data is also self-reported by the hospitals.

Impacted Hospital Transfer Program

During March 2008, the impacted hospitals referred 112 eligible patients to the EMS Agency for transfer into DHS and other hospitals. This compares to 102 eligible patients in February 2008. Of the 112 eligible patients referred in March 2008, 41 were accepted for transfer. The main reasons why eligible patients were not accepted for transfer were: the patient was discharged (38), the patient no longer had an acute care need (7), there was no capacity (5), the referral was cancelled by the sending facility (4), and the patient was transferred to another facility (3).

The 41 patients that were transferred went to the following hospitals: LAC+USC Medical Center (17), Olive View-UCLA Medical Center (11), Harbor-UCLA Medical Center (8), St. Vincent's Medical Center (2), City of Angels Medical Center (2), and Rancho Los Amigos National Rehabilitation Center (1).

Strategic Initiative Request for Proposals

On April 7, 2008 the Department released a Request for Applications for the Strategic Initiative Program for Primary, Specialty, and Urgent Care Services. Funding for the Strategic Initiative Program comes from the South Los Angeles Medical Services Preservation Fund which was established through Senate Bill 474. Public Private Partnership (PPP) providers within a 10 mile radius of the MLK MACC and the impacted hospitals are eligible to apply for funding to provide primary, specialty and urgent care services to low-income uninsured residents of South Los Angeles. Applications are due May 2, 2008 and the resulting contracts are expected to be effective July 1, 2008.

If you have any questions or need additional information, please let me know.

BAC:cb
708:004

Attachments

c: Chief Executive Officer
County Counsel
Executive Officer, Board of Supervisors

Los Angeles County Department of Health Services
MARTIN LUTHER KING, JR. - MULTI-SERVICE AMBULATORY CARE CENTER
 Urgent, Primary and Specialty Care Visits

	January	February	March	April	May	June	July	August	September	October	November	December
Urgent Care¹												
2007	1,974	2,021	2,097	1,826	1,965	1,537	1,430	1,328	1,794	2,176	2,037	1,967
2008	2,611	2,518	2,517									
% Change from 2007	32.3%	24.6%	20.0%									
Primary and Specialty Care												
2007	10,312	9,391	10,774	10,586	10,971	9,723	8,471	9,143	7,712	9,565	9,367	9,004
2008	10,972	10,625	11,450									
% Change from 2007	6.4%	13.1%	6.3%									

¹ Urgent care visits include pediatric and adult urgent care visits.

Los Angeles County Department of Health Services
SELF-REPORTED POLL OF HOSPITALS IMPACTED BY CLOSURE OF MLK-HARBOR HOSPITAL
Average Daily Emergency Department (ED) Volume

Hospital	AUG 2007 ¹	SEP 2007	% CHG FROM AUG '07	OCT 2007	% CHG FROM SEPT '07	NOV 2007	% CHG FROM OCT '07	DEC 2007	% CHG FROM NOV '07	JAN 2008	% CHG FROM DEC '07	FEB 2008	% CHG FROM JAN '08	MAR 2008	% CHG FROM FEB '08
California Hospital Medical Center: 28 ED Treatment Stations	172	169	(1.7%)	166	(1.8%)	156	(6.0%)	155	(0.6%)	172	11.0%	175	1.7%	165	(5.7%)
# of Patients Registered in the ED	56	56	0.0%	51	(8.9%)	50	(2.0%)	46	(8.0%)	48	4.3%	49	2.1%	52	6.1%
Centennial Freeman Regional Medical Center: 36 ED Treatment Stations	166	168	1.2%	169	0.6%	171	1.2%	175	2.3%	175	0.0%	173	(1.1%)	165	(4.6%)
# of Patients Registered in the ED	52	58	11.5%	57	(1.7%)	58	1.8%	55	(5.2%)	61	10.9%	53	(13.1%)	57	7.5%
Downey Regional Medical Center: 22 ED Treatment Stations	140	132	(5.7%)	129	(2.3%)	130	0.8%	124	(4.6%)	137	10.5%	138	0.7%	132	(4.3%)
# of Patients Registered in the ED	26	23	(11.5%)	23	0.0%	22	(4.3%)	23	4.5%	23	0.0%	22	(4.3%)	19	(13.6%)
Lakewood Regional Medical Center: 14 ED Treatment Stations	94	93	(1.1%)	96	3.2%	95	(1.0%)	94	(1.1%)	104	10.6%	101	(2.9%)	96	(5.0%)
# of Patients Registered in the ED	16	15	(6.3%)	14	(6.7%)	17	21.4%	19	11.8%	21	10.5%	17	(19.0%)	18	5.9%
Kaiser Foundation - Bellflower: 45 ED Treatment Stations	232	230	(0.9%)	236	2.6%	228	(3.4%)	223	(2.2%)	250	12.1%	*	*	*	*
# of Patients Registered in the ED	26	27	3.8%	24	(11.1%)	23	(4.2%)	25	8.7%	24	(4.0%)	*	*	*	*
Long Beach Memorial Medical Center: 53 ED Treatment Stations	228	238	4.4%	243	2.1%	235	(3.3%)	239	1.7%	271	13.4%	286	5.5%	243	(15.0%)
# of Patients Registered in the ED	55	*	*	40	*	37	(7.5%)	39	5.4%	41	5.1%	44	7.3%	39	(11.4%)
Memorial Hospital of Gardena: 10 ED Treatment Stations	79	83	5.1%	83	0.0%	77	(7.2%)	71	(7.8%)	77	8.5%	77	0.0%	75	(2.6%)
# of Patients Registered in the ED	16	15	(6.3%)	17	13.3%	15	(11.8%)	14	(6.7%)	15	7.1%	14	(6.7%)	14	0.0%
St. Francis Medical Center: 39 ED Treatment Stations	173	175	1.2%	173	(1.1%)	167	(3.5%)	171	2.4%	180	5.3%	186	3.3%	178	(4.3%)
# of Patients Registered in the ED	34	34	0.0%	30	(11.8%)	31	3.3%	36	16.1%	34	(5.5%)	36	5.9%	35	(2.8%)
White Memorial Medical Center: 28 ED Treatment Stations	112	115	2.7%	113	(1.7%)	110	(2.7%)	104	(5.5%)	116	11.5%	129	11.2%	116	(10.1%)
# of Patients Registered in the ED	13	16	23.1%	17	6.3%	16	(5.9%)	17	6.3%	15	(11.8%)	19	26.7%	17	(10.5%)
TOTAL	1,396	1,403	0.5%	1,408	0.4%	1,369	(2.8%)	1,356	(0.9%)	1,482	9.3%	1,265	(14.6%)	1,170	(7.5%)
# of Patients Registered in the ED	294	244	(17.0%)	273	11.9%	269	(1.5%)	274	1.9%	282	2.9%	254	(9.9%)	251	(1.2%)
Harbor/UCLA Medical Center: 55 ED Treatment Stations	208	210	1.0%	219	4.3%	243	11.0%	262	7.8%	298	13.7%	311	4.4%	290	(6.8%)
# of Patients Registered in the ED	10	12	20.0%	27	125.0%	27	0.0%	28	3.7%	31	10.7%	30	(3.2%)	31	3.3%
LAC+USC Medical Center: 72 ED Treatment Stations	429	411	(4.2%)	430	4.6%	409	(4.9%)	390	(4.6%)	447	14.8%	495	10.7%	474	(4.2%)
# of Patients Registered in the ED	45	51	13.3%	50	(2.0%)	48	(4.0%)	48	0.0%	48	0.0%	55	16.7%	54	(3.6%)

All figures are based on data submitted by each hospital - updates are made as they are received.

* Not reported/available

¹ The month of August 2007 contains data starting 8/16/07.

² Beginning the week of 9/30/07, Harbor/UCLA Medical Center began reporting all ambulance transports (Medical, Trauma, Advanced Life Support (ALS), and Basic Life Support (BLS)). Prior to the week of 9/30/07 BLS transports were not included in the total.